

COVID-19 ContaCT System Guide for CRC

Email: DPH.ContaCT@ct.gov for any issues with the ContaCT System

ContaCT is Connecticut's statewide voluntary and confidential system for monitoring the health and wellbeing of people affected by COVID-19.

The following document contains directions on the ContaCT software application combined with screen shots to assist you with the interview of people who test positive for COVID-19 (i.e. cases) or who have been exposed to an Individual who tested positive (i.e. contacts). Basic demographic information will be loaded daily into the ContaCT CRC Module from cases and contacts who indicate that they have unmet needs which will make it difficult for them to remain at home as recommended. They also must have answered that they agree for DPH to share their responses with a Community Resource Coordinator who can help connect them to resources to help successfully quarantine and isolate for 10 – 14 days. The directions in this Guide will walk you through how to navigate in the ContaCT System as you interview the case or contact and enter an Individual Action Plan (IAP).

Phone numbers:

If you are making calls from a personal cell phone, please follow any local policies related to the use of these devices. Call forwarding services, such as Google Voice, are available that may be used, as permitted, under local policy.

To access the ContaCT application, the Production Region where you will be doing your work, go to:

<https://covid19prod.crm9.dynamics.com/main.aspx>

Please note: there is also a test application **SANDBOX** that may be accessed for the purposes of testing the system and training at <https://covid19test.crm9.dynamics.com/main.aspx>. Protected health information (i.e., real case data) should not be entered into the test system. The test system will generate automated text messages and emails so please do not enter any actual cell phone numbers or email addresses except for your own to avoid sending messages to unintended recipients.

Note: If at any time during the call the person has trouble breathing, chest pain that doesn't go away, confusion or trouble talking direct the individual to call 911 or have a person present call 911.

Accessing a Referral in ContaCT

Step 1.1) Log into the **ContaCT** system

You will be automatically directed to the **Home** screen. Your **Home** screen will show you the **Active Community Resources** system view.

<input checked="" type="checkbox"/>	Last name	First Name	DEMHS Region	Owner	Follow-up Status	Quarantine/Isolation	Modified On	Created On
<input type="checkbox"/>	test	test	---	Mark Graveline	---	---	8/4/2020 1:15 ...	8/4/2020 12:52 PM
<input type="checkbox"/>	Soto	Kristen	3	# Covid19 Arias	---	---	8/4/2020 2:35 ...	8/4/2020 2:35 PM
<input type="checkbox"/>	Fly	Butter	5	# Covid19 Arias	---	---	8/4/2020 3:22 ...	8/4/2020 3:22 PM
<input type="checkbox"/>	Soto	Frogasaur	3	# Covid19 Arias	---	---	8/4/2020 3:37 ...	8/4/2020 3:37 PM
<input type="checkbox"/>	Umbrella	Luther	3	# Covid19 Arias	---	---	8/4/2020 5:16 ...	8/4/2020 5:16 PM
<input type="checkbox"/>	Longbone	Larry	1	# Covid19 Arias	---	---	8/4/2020 6:43 ...	8/4/2020 6:43 PM
<input type="checkbox"/>	Blackburn	betty	3	# Covid19 Arias	Referral made t...	---	8/5/2020 11:53...	8/5/2020 11:53 AM
<input type="checkbox"/>	Wagner	Laurie Ann	2	# Covid19 Arias	Referral made t...	---	8/5/2020 2:18 ...	8/5/2020 2:16 PM

Step 1.2) You can sort the individuals by clicking any drop down arrow in the row below the system view. You can also search for specific names in the search box on the top right.

Step 1.3) Click in the Check Mark column next to the name(s) you would like to assign. This will place a check mark in this column. Assign cases/contacts to yourself while you are working on them.

Step 1.4) Click the **Assign** icon on the top of the screen. The **Assign Contact** pop up will open and default to assign to **Me**.

Step 1.5) Click the blue **Assign** button.

Step 1.6) Click on the **Name** of the case.

Community Resources - General screen

The **General** screen for the referred individual will display.

The screenshot displays the 'betty Blackburn' record in the 'Community Resources' app. The interface includes a top navigation bar with 'Power Apps', 'ARIA', and 'Main > Community Resources > betty Blackburn'. The 'SANDBOX' environment name is visible in the top right. A left-hand navigation pane lists various app sections, with 'Community Resources' selected. The main content area is divided into several sections:

- Contact Information:** A table with fields for First Name (Betty), Last name (Blackburn), Date of birth (6/14/1985), Phone number (2030000000), Email (---), Next of kin/Legal guardian (---), and Language (English).
- Address:** A table with fields for Street 1 (5 Main street), State (ct), Street 2 (---), Zip code (06051), and City (new britain).
- Notes:** A text area containing '---'.
- Record Status:** A table with fields for Begin Follow-up? (Yes), Follow-up Status (Follow-up Attempted), Created On (8/5/2020 11:53 AM), Case or contact (Case), and Quarantine/Isolation End Date (8/13/2020).
- Contact Tracing Assessment Responses:** A table with fields for Access to healthcare (Yes), Existing health concerns (No), Food (Yes), Housing Needs (Yes), Income or employment (---), Caregiving (---), Safety concerns (Yes), Other needs (No), and Specify unmet needs (---).

Additional details include the owner 'Dorota Bateman' and the status 'Active' with '3' in the DEMHS Region.

Some sections are pre-filled with information entered by the Contact Tracer during the Initial or Monitoring Interview.

The **Contact Information Section**

Step 2.1) Call the **Phone Number** listed

Step 2.2) Introduce yourself and reason for the call to the individual.

The **Contact Tracing Assessment Responses** section is prefilled with unmet needs identified by the Contact Tracer. It is possible that not all unmet needs were identified during that interview, or that additional needs exist. Review unmet needs listed here in the **Contact Tracing Assessment Responses** section with the individual.

The **Record Status** section has fields to indicate the status of the case.

Step 2.3) If Individual agrees to the follow up interview, in the **Begin Follow-up** field, answer **Yes**

Step 2.4) In the **Follow-up Status** field, select the applicable follow-up status:

- **Referral made to CRC** – prefilled
- **Follow-up Attempted** – Choose if unable to reach referred individual
- **Initial CRC Interview Completed** – Choose after you have completed interview
- **Individual Connected to Support Services** – Choose after you have connected individual to support services
- **Follow-up Ended** – Choose when follow up is completed
- **Unable to contact individual** – Choose if unable to contact individual after following call protocol
- **Individual not contacted** – Choose if no follow up was attempted

Call Protocol

No more than 3 calls including 1 voice mail per day should be made.

- Call #1 should be made between 8:00a.m. and noon; call #2 should be made between noon and 4:00p.m. and call #3 should be made between 4:00p.m. and 8:00p.m.
- At least one call should be attempted outside of standard business hours (e.g. on an evening or weekend)
- Each call should be noted in the **Notes** box below the address section
- If after 3 days of calls/voice mails we have not heard back from the individual then the Follow-up status should be changed to **Unable to contact individual**

The **Case** or **Contact** field will indicate whether referred individual is a Case (tested positive for COVID-19) or a Contact (exposed to a person who has tested positive)

The Quarantine/Isolation End Date will show the end of the recommended Quarantine or Isolation period.

Step 2.5) To complete Assessment; click on the **Needs Assessment** tab.

Community Resources - Needs Assessment screen

The sections on this screen will allow you to enter detailed notes on each unmet need listed.

The screenshot shows a Power Apps interface for a 'Community Resources' app. The top navigation bar includes 'Power Apps', 'ARIAAS', 'Main', and 'Community Resources > betty Blackburn'. The right side of the top bar says 'SANDBOX'. Below the navigation bar is a toolbar with icons for Save, Save & Close, New, Deactivate, Delete, Refresh, Process, Assign, Share, Email a Link, Flow, Word Templates, and Run Report.

The main content area is titled 'betty Blackburn' and 'Community Resources'. It has three tabs: 'General', 'Needs Assessment' (which is selected), and 'Related'.

The 'Needs Assessment' section is divided into five categories, each with three sub-sections: 'Needs Assessment', 'Individual Action Plan', and 'Intervention'.
1. **Ability to Get Food**:
- Needs Assessment: Mrs. Blackburn states that she does not have enough food in the house, ad will need food delivered in order to Quarantine.
- Individual Action Plan: ---
- Intervention: Arranged for food delivery from "Deliveries R Us" twice per week, to beginning on 8/7/2020
2. **Managing Other Health Concerns**:
- Needs Assessment: ---
- Individual Action Plan: ---
- Intervention: |
3. **Own Bedroom and Bathroom**:
- Needs Assessment: ---
- Individual Action Plan: ---
- Intervention: ---
4. **Income or Employment**:
- Needs Assessment: ---
- Individual Action Plan: ---
- Intervention: ---
5. **Other**:
- Assessment: ---
- Plan: ---
- Intervention: ---

Step 3.1) Depending on the unmet needs the individual has disclosed to you, click into the freeform box for each Unmet Need to enter the **Needs Assessment**, **Individual Action Plan**, and **Intervention**. Unmet needs not listed here can be entered in the **Other** box.

Step 3.2) Click **Save** in the Top Header

Step 3.3) Click on the **General** tab

The **General** screen for the individual will display.

Step 4.1) update the **Follow-up Status** for the following:

- **Initial CRC Interview Completed** – Choose after you have completed interview
- **Individual Connected to Support Services** – Choose after you have connected individual to support services
- **Follow-up Ended** – Choose when follow up is completed

Step 4.2) Click **Save & Close** in the Top Header

You will be returned to your **Home** screen